

Process for Responding to Inquiries Regarding GKM from congressionals, elected officials, or their staff

1. Inquiries will be sent to HQ-EOC or the Region.
2. Inquiries received by HQ-EOC are vetted to determine whether they need to be sent to the Region or handled in HQ.
3. HQ-EOC will assign a priority to the inquiry. For example:
 - Priority 1 (24-48 hours)
 - Priority 2 (3-5 days)
 - Priority 3 (7-10 days)
4. If appropriate for regional response, they will be sent to the RCL.
5. RCL processes inquiry. For Region 8, this means putting into a master excel table, which will help determine if there are similar inquiries we have already responded to; assigning an inquiry #; and making a preliminary decision as to who might receive the inquiry.
6. RCL sends inquiry to a “triage group”, which would include:
 - Relevant ARAs (for Region 8 that would be ECEJ and EPR)
 - Regional Counsel
 - Regional Policy Advisor
 - Incident Command Liaison for congressional inquiries.
 - *Outstanding Question: Would HQ-EOC like to be cc'd here or in step 9 below, or both?*

*** Please see attached Excel spreadsheet “Congressional Inquiries Triage” for an example.**

7. The decisions made by the Triage Team would be:
 - **POC for Response:** who in the Region, or Incident Command, are we going to ask to prepare the response?
 - **Legal Approval Needed and if so, Assign a Lead Office (e.g., ORC, OGC, ECEJ, etc):** I do not believe that Legal Approval will be needed for everything, for example documents that are already publically available.
 - **JIC Approval Needed?** I do not believe that JIC approval will be needed for everything, for example documents that are already publically available;
8. Triage Team should respond to the triage requests as quickly as possible to determine where to send the inquiry to.
9. RCL sends inquiry to POC for Response.
 - *Outstanding Question: Would HQ-EOC like to be cc'd here or in step 6 above or both?*
10. RCL receives a final response ONLY – no drafts or working documents.
11. RCL will not consider responses FINAL until they have Legal approval (if needed) and JIC approval (if needed)
 - POC for Response is responsible for ensuring legal approval (if required). Responses should indicate “Approved by X in ORC/OGC/ECEJ on X date”.
 - RCL is responsible for ensuring JIC approval (if required) and will work with the Incident Command Liaison.
12. Once RCL receives the final language with both approvals, RCL will send the response to the HQ-EOC and copy the POC.

